

**Public Transportation Division
Mobility Management - Quarterly Progress Report**

Report for quarter ending: ☐ March ☐ June ☒ September ☐ December

Year: ☐ 2015 ☒ 2016 ☐ 2017

Reports are due by the last day of the following month.

Today's date: October 28th, 2016

Contract number: UCB1351

1. Travel Training/Mobility Management Activities

Please provide detailed descriptions of project-related activity during this reporting period.

For All Agencies

A. Please provide qualitative information, or stories, that describe your training. What are the benefits to your participants?

Getting Around Puget Sound (GAPS):

Clients receive one-on-one transportation referrals, transit information, in-depth advice, trip planning assistance and free materials from our conveniently located resource tables. 42 GAPS events were held this quarter at recurring stations during senior lunches, or at scheduled resource fairs and health fairs. Continued tabling in the Snoqualmie Valley, especially Carnation and Duvall allowed us to reach more rural clients and help spread the word about Metro's Duvall Community Van, addressing the need for volunteer drivers. 48 contacts were made at the Annual Senior Resource Fair held by the Chinese Information and Service Center. At the fair, 2 Mandarin speaking Travel Programs volunteers assisted with translation and options counseling. In addition, 64 individuals were assisted with transportation options counseling at the King County Job Fair, which aligned with our efforts to be more involved with the issue of access to work and school.

Bellevue College Outreach:

Travel Programs staff and volunteers spent 4 days for the Fall Quarter Outreach Program at Bellevue College. Bellevue College hosts a large International Student program and is a top pick for many college-bound students. This commuter school requires all students to find transportation to and from class, with limited and costly parking options. Students who receive our options counseling are more empowered to ride transit, find carpools, and bike to school.

Mobilize! Public Transit Orientation (PTO):

Hired interpreters, volunteers, and ESL teachers joined Travel Programs staff to provide 8 fun and safe introductory excursions on the transit system. We continue to provide recurring trips with five partner agencies for their ESL classes and clients of their programs. Transit trips focus on the light rail and fixed route bus system, and concentrate on teaching and practicing the ORCA card system. All of the groups who practice public transit are within walking distance, or a short bus ride, to an ORCA card vending machine. Clients have questions about how to load their money on ORCA, which ORCA card is best for them, and are uneasy about trying public transit for the first time. These clients are primarily newly arrived refugees and immigrants. We provide \$10 directly onto each client's ORCA card that is best suited for them, usually the ORCA LIFT card.

**Public Transportation Division
Mobility Management - Quarterly Progress Report**

During this past quarter, 12 clients of Neighborhood House practiced riding the Seattle First Hill Streetcar and connecting with Link light rail to travel to the University of Washington campus. Another trip consisted of 7 ESL students from Jewish Family Services who learned how to travel to Kent Station to learn about the Sounder Train, ORCA vending machines, and bus routes to Seattle.

A total of 26 volunteers spent 147.65 hours assisting individuals by providing one-on-one transportation options counseling and referrals at GAPS sites and Bellevue College outreach, or joining Public Transit Orientation trips to assist with wayfinding, individual questions, and in some cases interpretation. Many of the volunteers speak second languages and all have high levels of transit experience and interest in transportation.

B. Describe the geographic area that your travel-training program covers. Are there any expansions of geographic coverage this quarter?

Travel-training exists throughout King County. There has been increased participation in the Snoqualmie Valley.

C. What is the total number of unique customers trained this quarter?

35 staff members were trained through the Travel Ambassador program, up from five the previous quarter. They received at least a one hour long training tailored to their geographical region and client needs. Travel Programs had 73 participants in 8 Mobilize! Public Transit Orientation trips. Getting Around Puget Sound served 841 clients at our transportation information tables, and 505 students and staff were served during the Fall Quarter Outreach Program at Bellevue College.

2. Coordination/Planning Related Activities – For All Agencies

The following questions will ask you to describe how your mobility management coordination/planning activities contribute towards achieving goals identified in your regional Coordinated Human Service Transportation Plans.

A. If your project uses meetings or planning exercises to achieve your regional CHSTP goals, please elaborate on the purpose of the meetings and the stakeholders involved.

Project A: Includes the provision of staff support for the King County Mobility Coalition, Coalition subcommittees, and subregional coalitions in North, South, and East King County. In this quarter, the King County Mobility Coalition held a quarterly meeting on August 16th at Bellevue City Hall. This meeting was attended by 35 individuals, including representatives from a broad array of transportation providers, human services agencies, system users, and other community stakeholders. Among other activities at this meeting, there were two briefings: (1) the Redmond LOOP and (2) AccessMapSeattle. A separate task force comprised of over a dozen KCMC representatives was also created to update the *Getting Around King County* brochure, slated for completion in October. The KCMC also hosted a Coordination Funding Workshop was also held in July to strength funding resources throughout the Puget Sound region. Three new subcommittees have been formed to ensure the success of the 5-Year Action Plan: Access to Healthcare, Access to Work and School, and Education & Outreach.

Work is underway by all three subregional mobility coalitions on their respective work plans. These

**Public Transportation Division
Mobility Management - Quarterly Progress Report**

groups, which represent local transportation and human services stakeholders, in addition to staff from cities in King County, continue to meet every other month. Meeting topics this quarter included Metro's Access Paratransit Program, Transportation Demand Management for Diverse Communities, the Redmond LOOP, Feet First's Walking Ambassador Program, Veterans' Transportation, AAA perspectives on senior housing and transportation, and Metro's Demand Area Response Transit Program.

Project B: Regional Vulnerable Populations Emergency Management and Transportation Coordination Workgroup; the workgroup has continued to meet every month to ensure the completion of the project's deliverables. In the last quarter, the workgroup planned a series of workshops to focus on adverse weather preparation. These workshops are set to take place over the month of October in Pierce, King, and Snohomish Counties.

B. For long term outcomes (1-2 years), describe the goals for your planning/coordinated meetings. Discuss your successes and/or challenges with achieving those goals.

The King County Mobility Coalition's Action Plan has a five-year time horizon. The strategies, which are identified as being achievable in two years, include:

- Create localized travel tools for medical facilities;
- Coordinate with the King County Veteran Consortium to improve the mobility of veterans;
- Network with veteran services agencies and provide travel education and resources to their staff and clients;
- Work with the Regional Vulnerable Populations Emergency Management/Transportation Coordination Workgroup to create a forum to bring together Emergency Management and Transportation stakeholders;
- Improve, clarify, and increase information about transportation options on agency websites;
- Identify available information and tools that reduce disparities in under-served communities;
- Coordinate with King County Metro, local jurisdictions and other partners to expand demand-response service and other alternative transportation services in suburban and rural areas;
- Contribute to efforts to pursue designation of King County cities as "Senior-friendly Communities" or "Communities for All";
- Create a model strategic plan for rural transportation and share it with stakeholder groups;
- Bring providers and emergency managers together to create a resilient transportation network;
- Increase communication among transportation providers and emergency managers;
- Identify what and where the gaps are in transportation to employment and education sites; and
- Explore ride share programs and other carpool/van pool options for access to both training and employment.

All of these efforts are either on-going or on track for completion during this grant cycle. The formal development of the subcommittees ensures coordination and collaboration are at the forefront of these efforts. In addition to the subcommittees, participation on several existing coalitions/groups, including Seattle's Age-Friendly Task Force and the Veterans Consortium, allow transportation to be integrated into existing efforts.

The Subregional Coalitions share the goals of the King County Mobility Coalition. While official work plans last for one year, many projects build upon work completed in previous years or last multiple

**Public Transportation Division
Mobility Management - Quarterly Progress Report**

years.
<p>B1. For shorter term outcomes (quarterly to one year), describe the goals for your planning/coordinated meetings. Discuss your successes and/or challenges with achieving those goals.</p>
<p>Project A: The immediate term goal of the King County Mobility Coalition, in addition to continuing to provide a forum for networking and information sharing among transportation providers and human services agencies, is to establish momentum and small wins for the subcommittees and begin working on the strategies highlighted in the 5-Year Action Plan. The challenge was determining the overall priorities for the KCMC, but at least there is renewed interest in these topics that can be used as an opportunity to leverage resources in the community.</p> <p>Each of the Subregional Mobility Coalitions has made progress in their 2016 Workplan. Projects selected by each of the Coalitions include the following:</p> <ul style="list-style-type: none"> • North King County Mobility Coalition: (1) partnering with existing computer classes to train individuals on trip planning applications like Metro's Trip Planner, Vets-Go, and One-Bus Away; and (2) coordinating with city agencies to conduct listening sessions on specific projects and issues. In this quarter, the Coalition held a listening session at the Kenmore Senior Center in partnership with the City of Kenmore and King County Metro. Over a dozen older adults discussed the challenges and needs when accessing transportation alternatives in their community. • Eastside Easy Rider Collaborative: (1) marketing the Bench Program Cookbook; and (2) Develop a Travel Training Map Tool for service provider sites and area shelters. During this quarter, discussions began with Sophia Way, a women's shelter in Bellevue, to develop their travel tool map. • South King County Mobility County: proposed initiatives include (1) developing a South King County food access map; (2) coordination efforts and strategies on volunteer driver programs; and (3) discussions on the nexus of affordable housing and transportation. In this quarter, progress was made on marketing a Veterans Driving Veterans marketing campaign in partnership with Catholic Community Services. <p>Project B: Short term goals for this project included planning a series of workshops that focus around adverse weather preparation. One of the challenges we have faced is engaging workgroup members. While the momentum for the project is building, the commitment of members has been weak. While this is a challenge, we have had several core members really step up and help organize the workshop.</p>
<p>C. Describe projects and/or issues that have been identified from your coordination/planning efforts.</p>
<p>At the county level, our coordination efforts follow an established action planning process that involves assessing the community's transportation needs, developing goals and strategies to improve mobility by meeting identified needs and closing gaps in service, identifying and/or developing resources to implement projects, and measuring outcomes. Projects identified through this process include those listed in section B above.</p> <p>At the subregional level, projects and issues that are of local importance are identified by individual coalition members, individuals in the community (through listening sessions, survey data, and outreach initiatives) and include those projects listed in section B1 above. Each subregional coalition discusses regional issues that coalition members then work to overcome. For example, in South King</p>

**Public Transportation Division
Mobility Management - Quarterly Progress Report**

County, the link between affordable housing and transportation has been identified as a work plan project. Because of the variety of stakeholders in the South King County Coalition, meetings are a great time for stakeholders to share resources and information regarding affordable housing and transportation.

Project B: For the emergency management and transportation coordination project, we held a focus group and attended a partners meeting to hear feedback from the transportation providers on what they see as barriers for assisting in the event of an emergency. Overall, it was brought to our attention that there is a large breakdown in communication and expectations.

D. Describe the stakeholder membership of your coordination/planning meetings and activities.

By charter, the King County Mobility Coalition membership is composed of a broad array of community stakeholders, including representatives from the following organizations/constituencies:

- King County Department of Community and Human Services
- King County Metro Transit
- City of Seattle (Aging and Disability Services)
- Eastside City
- North County City
- South County City
- Sound Transit
- King County Medicaid Broker
- Business/Employer Representative
- System User (2 representatives)
- Taxis/For-Profit Transportation
- Non-profit Transportation Agency
- Non-profit Human Services Agency (serving elderly/disabled)
- Non-profit Human Services Agency (serving low income)
- Mental Health Advocate or Mental Health Services
- Children and Youth Advocate or Children/Youth Services
- Rural services
- Affordable Housing
- Hospital
- DSHS
- Job Access/Reverse Commute Program
- School District Transportation
- Faith-based Organization
- Veterans
- Tribes
- King County Alliance for Human Services
- Refugee/Immigrant Services
- Puget Sound Regional Council (non-voting)
- Washington State DOT (non-voting)

The only current member vacancy is the North County City Representative, so further outreach is being conducted to fill this position. There has also been additional recruitment efforts to fill alternate positions, with a high success rate given the interest in serving on the coalition.

**Public Transportation Division
Mobility Management - Quarterly Progress Report**

The subregional coalitions each have a variety of stakeholders. Stakeholder backgrounds include advocacy work, city officials, human service agencies, service providers, and concerned residents. Oftentimes, these stakeholders wouldn't have another opportunity to meet and discuss mobility issues, so the subregional coalitions fill a meeting need. In each of the coalitions, it's a priority to expand membership and to outreach to relevant organizations.

Project B: For the emergency management and transportation coordination project, workgroup members consist of emergency managers, operations managers, public health representatives, healthcare facilities, transportation providers, and human service providers from Pierce, King, and Snohomish Counties. Further recruitment efforts are underway for Pierce and Snohomish Counties.

E. Describe any additional partnerships as a result of your coordinating/planning activities (change from last reporting period). What are the added benefits from these partnerships/relationships?

At the August King County Mobility Coalition meeting, the following new partners were introduced:

- Ben Johnson with Seattle Goodwill;
- Kamal Mahmoud with the City of Snoqualmie; and
- Jonathan Williams at Seattle DOT.

In addition to the formal coalition, relationship building has been done with the Northshore YMCA, the Burien Public Library, and a further developed relationship with the Chinese Information and Service Center...A partnership with King County Metro and the Seattle Stand Down resulted in two free days of bus service for Veterans to access needed services at the Seattle Stand Down— a "one stop" access to various community and Veterans Affairs social services, focusing primarily on those Veterans and families that are either homeless or at-risk of becoming homeless.

For the subregional coalitions, new relationships and partnerships are always sought. During the last reporting period, partnerships such as with Feet First, Auburn Youth Resources, and Snoqualmie Valley Community Network were formed. A presentation was also given at Snoqualmie Valley's Healthy Community Coalition.

The benefits of these new partnerships are expected to be many, not least of which is achieving the Coalition's goal of broad-based community representation and participation on the Coalition.

F. Please describe any new in-kind support as a result of this relationship. What are the associated costs with the in-kind support?

New in-kind support has resulted from a strengthened relationship with our primary contact at the Chinese Information and Service Center. Andes Kong participates in our PTO trips and provides extensive amounts of free interpretation that would normally cost the rate of \$39.00/hour. Additionally, Kong has translated approximately 5 documents into Mandarin for the specific use of our programs, valued at \$0.28 per word.

Project B: We received new in-kind support from a few existing partners. SDOT, King County Metro, Pierce County Emergency Management, and Snohomish County Emergency Management all provided in-kind support of additional time in the planning of the adverse weather preparedness workshops.



**Public Transportation Division
Mobility Management - Quarterly Progress Report**

G. Please describe any new transportation or service expansion as a result of added partnerships. What is the geographic coverage of this new partnership?

In July, Hopelink Travel Programs signed a Partnership Agreement Form with the Burien branch of the King County Public Library. GAPS events are now held on a monthly or bi-monthly basis, corresponding with the schedule of ORCA-to-Go and ORCA LIFT outreach.

3. Project Manager Certification *(Completion of this section certifies that the above information is true and accurate to the best of your knowledge.)*

Project Manager: *Staci Haber*

Date: 10/28/2016

Title: Mobility Manager

Phone: (425) 943-6769

Person Completing Form: Staci Haber